BALAKUMAR KESAVARAJULU

Senior Software Engineer & Technical Lead

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SUMMARY

Senior software engineer and technical lead with 12+ years at Zoho, building distributed platforms and AI developer tools. Led the QEngine server team from 2020 to 2023 and currently lead agent development for Zoho Creator. Experience spans Java and Python services, browser interfaces, cloud infrastructure, architecture reviews, and mentoring.

SKILLS

Java, Python, JavaScript, TypeScript, HTML, CSS, Kafka, REST, WebSocket, Docker, Linux, MySQL, Cassandra, PostgreSQL, agent orchestration, evaluations, architecture reviews, and CI/CD.

EXPERIENCE

Zoho Corporation | Dec 2013 - Present

Zoho Creator — Senior Software Engineer | Oct 2024 – Present

- Lead agent development, with responsibility for technical design, implementation, evaluation, and handover.
- Designed and built an AI page-building agent and live renderer, adopted for customer portal and application pages. Introduced reusable dynamic UI into a conversational data agent.
- Contributed key architectural decisions to the shared Java agent framework, including configurable prompts and orchestration adaptable to different agent types.
- Co-designed conversation storage across MySQL and Cassandra for conversation metadata, messages, and execution history.
- Worked on file-based application authoring and moved long-running agent execution into an isolated VM runtime, freeing main application-server threads.
- Built workflow evaluations and improved token efficiency, and delivered a customer workshop on agent quality and optimization.

Zoho QEngine — Platform Engineer | Apr 2018 – Oct 2024

- Server team technical lead from 2020 to 2023, owning local and cloud execution agents, enterprise network connectivity, and cloud Android execution.
- Built a cross-platform Java runtime for Windows, macOS, and Linux, plus Docker-based distribution for browser and emulator workloads.
- Implemented private-network connectivity and used WebSocket, REST, and Kafka for agent communication and execution data.
- Built a visual low-code authoring tool and an Android/iOS recorder; mentored an engineer and coordinated delivery across product teams.

Zoho Creator — Automation Engineer / Senior Engineer | May 2014 – Mar 2018

- Built Java API automation and Selenium/Appium coverage for web and mobile. Owned build packaging and deployment across major releases.

Zoho Creator Mobile — Quality Analyst | Dec 2013 – Apr 2014

- Tested mobile releases and contributed quality improvements for stability and user experience.

EDUCATION

B.E. Aeronautical Engineering | Anna University, Chennai
2009–2013 | CGPA 8.6/10